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Bib Data Sheet

CONFIRMATION NO. 5949

<b>SERIAL NUMBER</b> 10/016,862	<b>FILING DATE</b> 12/13/2001 <b>RULE</b>	<b>CLASS</b> 709	<b>GROUP ART UNIT</b> 2151	<b>ATTORNEY DOCKET NO.</b> 062891.0665
<b>APPLICANTS</b> Shmuel Shaffer, Palo Alto, CA; Labhesh Patel, Mountain View, CA; Shantanu Sarkar, San Jose, CA;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 01/10/2002				
Foreign Priority claimed 35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance	<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 2	<b>TOTAL CLAIMS</b> 41
Verified and Acknowledged	Examiner's Signature _____ Initials _____		<b>INDEPENDENT CLAIMS</b> 8	
<b>ADDRESS</b> Baker Botts L.L.P. 2001 Ross Avenue, Suite 600 Dallas, TX 75201-2980				
<b>TITLE</b> Method and system for automatic call distribution based on network resource availability and agent skills				
<b>FILING FEE RECEIVED</b> 1538	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	